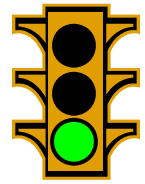




# MEMBER SERVICES DIVISION DASHBOARD

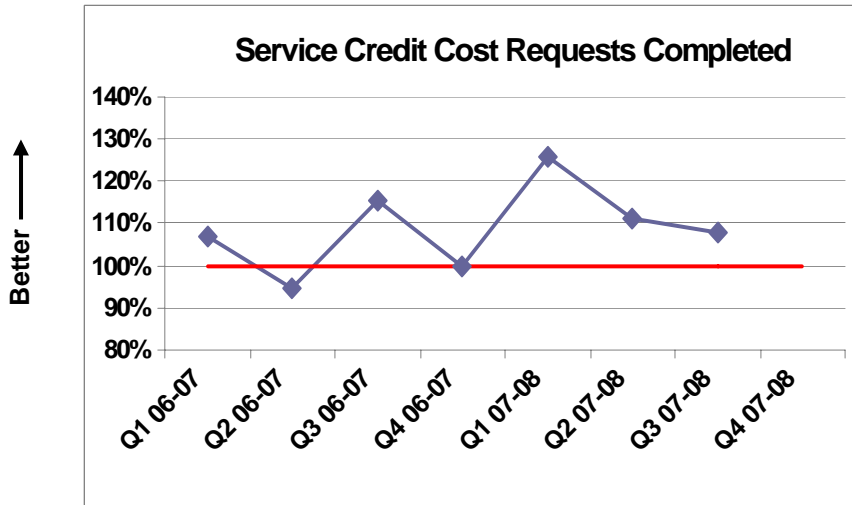


## STRATEGIC GOALS

*VI. Administer pension benefit services in a customer oriented and cost effective manner.*

## MEASURE:

*Percent of service credit cost requests completed, compared to the number received.*



**Target:** 100%

Year	Q1	Q2	Q3	Q4
2007-08	126%	111%	108%	
2006-07	106%	95%	115%	100%

## COMMENTS:

- This table represents the number of service credit cost requests completed in comparison to the number received per quarter.
- The number of service credit cost requests completed in a quarter can exceed 100% of the number received. This occurs because the completed requests include a combination of requests received during a quarter and requests already in the inventory prior to the beginning of a quarter. The working inventory was 2,615 requests at the end of Quarter 3.
- The percentage of completed service credit cost requests can fluctuate each quarter depending on increases and decreases in the number of requests received.

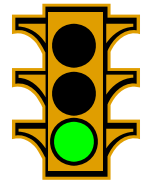
## INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"><li>• Fill Service Costing positions immediately upon vacancy.</li><li>• Continue functional training of Service Credit Costing staff.</li><li>• Continue MBSD metrics program to monitor incoming and outgoing workload.</li></ul>	<ul style="list-style-type: none"><li>• Timely completion of recruitments and hiring process.</li><li>• New staff attend the MBSD functional training program and are assigned a training mentor.</li><li>• Review monthly metric data to ensure targets are on schedule.</li></ul>

3rd Quarter 2007-08

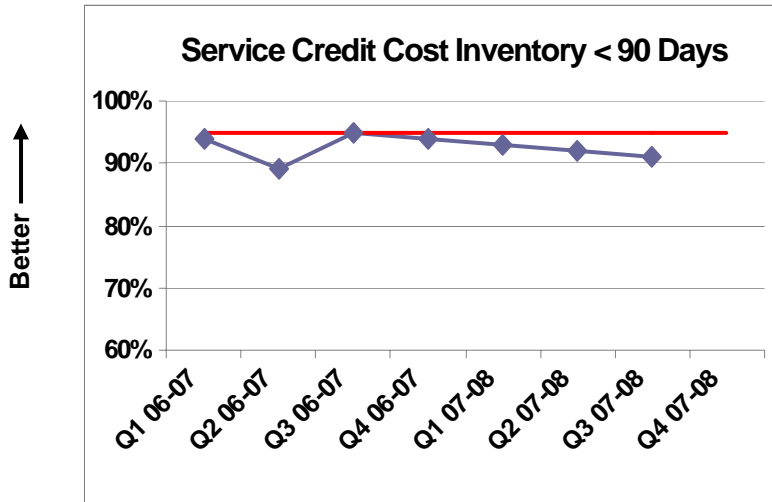


# MEMBER SERVICES DIVISION DASHBOARD



## STRATEGIC GOALS

**VI.** Administer pension benefit services in a customer oriented and cost effective manner.



## MEASURE:

Percent of service credit cost requests completed within 90 days of receipt.

**Target:** 95%

Year	Q1	Q2	Q3	Q4
2007-08	93%	92%	91%	
2006-07	94%	89%	95%	94%

## COMMENTS:

- This table represents all service credit cost inventory and the percentage of inventory aged less than 90 days.
- 100% completion rate cannot be attained due to items that are constrained for such reasons as missing employer payroll data, reviews by other divisions, pending legal decisions, etc.
- Most of the Present Value cost requests are constrained for 60 days due to staff waiting for current month payroll to post.
- The steady decrease in the measure from 95% in Q3 of 2006-07 to 91% in Q3 of 2007-08 is due to a reduction in the service credit cost inventory from 3,270 to 2,615 items. There is a fairly consistent number of constrained items in the inventory at all times, which results in a decrease in the measure if the overall inventory is reduced.

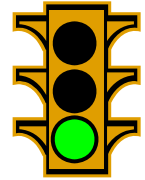
## INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"><li>• Fill Service Credit Costing positions immediately upon vacancy.</li><li>• Continue functional training of Service Credit Costing staff.</li><li>• Continue MBSD metrics program to monitor incoming and outgoing workload.</li></ul>	<ul style="list-style-type: none"><li>• Timely completion of recruitments and hiring process.</li><li>• New staff attend MBSD functional training program and are assigned a training mentor.</li><li>• Review monthly metric data to ensure targets are on schedule.</li></ul>

3rd Quarter 2007-08



# MEMBER SERVICES DIVISION DASHBOARD

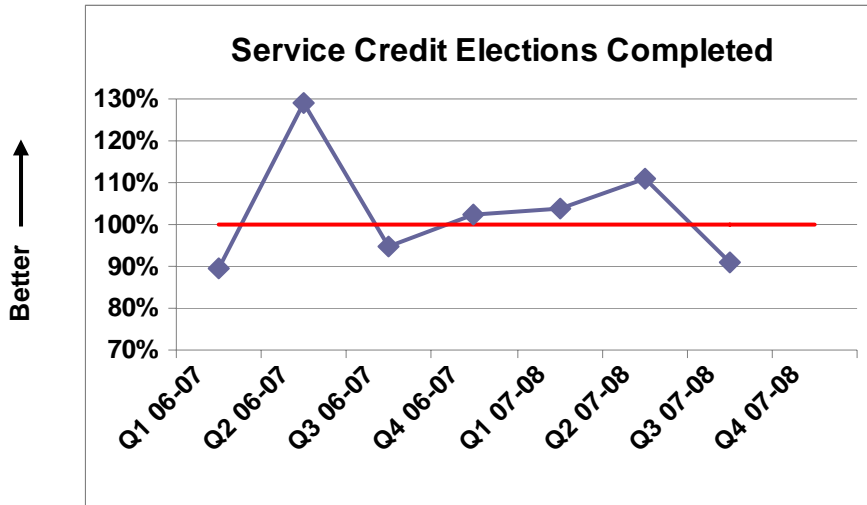


## STRATEGIC GOALS

**VI.** Administer pension benefit services in a customer oriented and cost effective manner.

## MEASURE:

Percent of service credit elections completed, compared to the number received.



**Target:** 100%

Year	Q1	Q2	Q3	Q4
2007-08	104%	111%	91%	
2006-07	90%	129%	95%	102%

**INITIATIVES:** *Improve Customer Service*

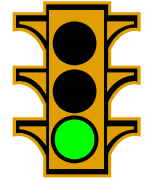
Initiatives	Milestones
<ul style="list-style-type: none"><li>Fill Service Credit Election positions immediately upon vacancy.</li><li>Continue functional training of Service Credit Election staff.</li><li>Continue MBSD metrics program to monitor incoming and outgoing workload.</li></ul>	<ul style="list-style-type: none"><li>Timely completion of recruitments and hiring process.</li><li>New staff attend MBSD functional training program and are assigned a training mentor.</li><li>Review monthly metric data to ensure targets are on schedule.</li></ul>

## COMMENTS:

- This table represents the number of service credit election requests completed in comparison to the number received per quarter.
- The number of service credit election requests completed in a quarter can exceed 100% of the number received. This occurs because the completed requests include a combination of requests received during a quarter and requests already in the inventory prior to the beginning of a quarter. Although the 3<sup>rd</sup> Quarter measure is 91%, the overall measure for FY 2007-08 is 102%, which is above the target of 100%.
- The percentage of completed service credit election requests can fluctuate each quarter depending on increases and decreases in the number of requests received.



# MEMBER SERVICES DIVISION DASHBOARD

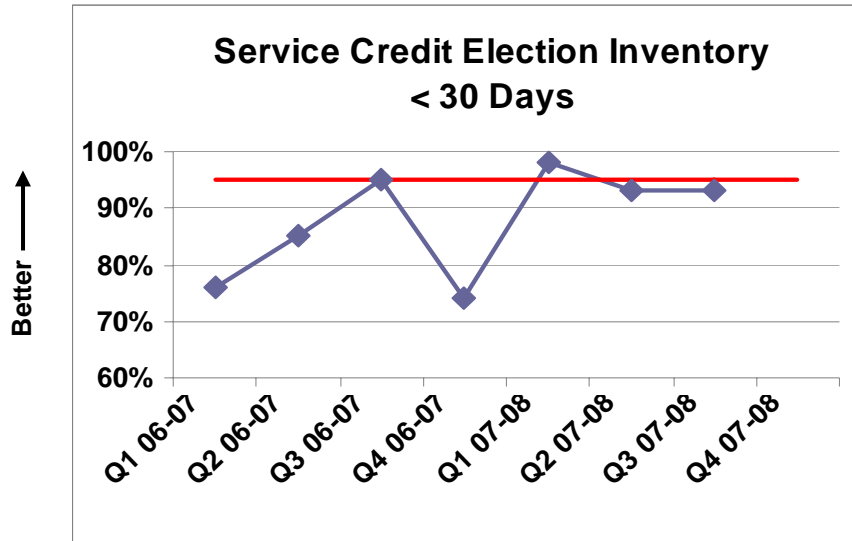


## STRATEGIC GOALS

**VI.** Administer pension benefit services in a customer oriented and cost effective manner.

## MEASURE:

Percent of service credit elections processed within 30 days of receipt.



**Target:** 95%

Year	Q1	Q2	Q3	Q4
2007-08	98%	93%	93%	
2006-07	76%	85%	95%	74%

**INITIATIVES:** *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"><li>Fill Service Credit Election positions immediately upon vacancy.</li><li>Continue functional training of Service Credit Election staff.</li><li>Continue MBSD metrics program to monitor incoming and outgoing workload.</li></ul>	<ul style="list-style-type: none"><li>Timely completion of recruitments and hiring process.</li><li>New staff attend MBSD functional training program and are assigned a training mentor.</li><li>Review monthly metric data to ensure targets are on schedule.</li></ul>

## COMMENTS:

- This table represents all service credit election inventory and the percentage of inventory aged less than 30 days.
- 100% completion rate cannot be attained due to items that are constrained for such reasons as financial institution delays for pending rollovers, incomplete paperwork submitted by member, pending legal decisions, etc.
- The measure remained at 93% in Q3 while the service credit election inventory increased from 282 to 536 items. There is a fairly consistent number of constrained items in the inventory at all times; however, the number of constrained items increased from 21 at the end of Q2 to 40 at the end of Q3, along with the overall increase to the inventory.